



Health and Safety Guide

for New Retail Workers

Your guide to this guide

The purpose of this *Guide* is to tell you what you need to know about health and safety in the workplace - especially the retail workplace.

The *Guide* has 5 sections:

- Section 1** – Questions and concerns you might have about health & safety (7)
- Section 2** – Safety Tips (13)
- Section 3** – Dealing with emergencies (31)
- Section 4** – Finding more information (34)
- Section 5** – Talk to us: Your feedback matters (35)

Nova Scotia's industry is vibrant and diverse. So, no document can cover everything. It's important to note that this is intended as a general resource. Not all workplace hazards are covered. If you have questions about specific legal requirements, contact the OH&S Division at 1-902-424-5400 or 1-800-952-2687 (toll free in Nova Scotia).



Welcome to your new job in Nova Scotia's retail industry.

You're joining a vibrant province-wide industry, employing about 34,000 Nova Scotians - and now including you. You've got lots to think about in these first few weeks on the job. Work hours, getting to know your co-workers, learning the ropes of your job.

You also need to be thinking about safety. It should be an important part of your discussions with your employer, from day one.

Every workplace has its hazards, but no one ever expects to get hurt. But they do. In fact, in Nova Scotia, more workers under 25 are hurt in the retail industry than in any other. It's not that it's necessarily any more dangerous - just that so many Nova Scotians tend to get their start working in retail.

Work shouldn't hurt. But too often, it does.

What leads to injury in the retail industry? Most often, people get hurt

- Moving bags, boxes and other materials, especially heavier things
- Using tools and equipment—from box cutters to pallet jacks, and everything in between
- From slipping and falling, often caused by spills or other slippery surfaces. Of course, rarely does one single thing lead to injury

Many contributing factors lead to people getting hurt - from the way work is designed and set up, to factors about workload, to many, many other causes. That's why it's so important to learn everything you can about staying safe.

The Nova Scotia Occupational Health and Safety Division and the Workers' Compensation Board of Nova Scotia have partnered with the Retail Council of Canada and many contributing organizations to produce this *Health and Safety Guide for New Retail Workers*.

Maybe you're new to the retail industry, or maybe you're thinking about looking for work. Maybe someone you care about, like your son or your daughter, is thinking about starting a job in retail. Maybe you run a retail business. In any case, this booklet is for you. It's an introduction to safety overall, and it also provides some specific health and safety tips.

You can find the Guide online by going to www.retailcouncil.org or www.gov.ns.ca/lwd/healthandsafety

Best wishes for a safe and healthy working experience!

Contributing Organizations

This guide was developed by the Nova Scotia Occupational Health and Safety Division, the Retail Council of Canada, and the Workers' Compensation Board of Nova Scotia.

Special thanks to the Workers' Compensation Board of BC for providing information upon which this Guide is based.

WORK SAFE. FOR LIFE.
DEPARTMENT OF LABOUR AND WORKFORCE DEVELOPMENT
AND WORKERS' COMPENSATION BOARD OF NOVA SCOTIA



Your rights in the workplace

Finding and starting a new job can be intimidating, especially if it's your very first job. But keep in mind – it's about more than just working and getting paid. It's also about *health and safety*.

When you start your new job you will have a responsibility to protect yourself and the people around you from injury – that's the law. However, it's important to know what to expect from your potential employer before you start. Not only do you have the duty to work safely, you also have rights.

As a worker you have three basic rights related to health and safety:

- **The right to know** and to be trained in safe work practices in all aspects of your job
- **The right to participate** in health and safety matters either directly or through a work site health and safety committee or representative
- **The right to refuse work** if you have reasonable cause to believe that the work process, equipment or environment poses an undue risk of injury to you or another person

So when you are considering a new job, remember that it's a two-way responsibility. You will be expected to take your job seriously just as your employer will be expected to take your health and safety seriously.



Questions and concerns you may have about health and safety

What you need to know: Employees

This *Guide* has important info if you're just starting a job in retail, or if you're thinking about getting one. It focuses on what you need to know to have a safe and healthy work experience, and discusses your rights and responsibilities around health and safety on the job.

...for the employer

This *guide* is important context as an employer. It will help you see things from your workers' perspective. You'll find references to other publications more particularly focused on employers.

Good employers are serious about workplace health and safety. They provide health and safety training so that their new workers can identify hazards, and have a health and safety program to deal with issues as they arise.

Q: What dangers or hazards will I have to watch for on this job?

Your employer or supervisor must tell you about any dangers or potential hazards they know about at your worksite – that's the law. However, it's good to start with a general sense of health and safety issues.

Common health and safety concerns in the retail industry include:

- Handling and lifting materials (Stocking shelves, pulling shopping carts, moving cartons of heavy items)
- Slipping, tripping and falling (Due to spills, snow, sleet or freezing rain, or clutter on the floor)
- Using ladders (Or otherwise working at heights)
- Cuts and bruises (From food prep, opening boxes, or bumps against equipment)
- Violence in the workplace
- Dealing with shoplifters
- Harassment
- Exposure to harsh chemicals
- Biological hazards like infectious diseases
- Hazards while travelling to and from work, or while on the road for your job

The next section includes specific advice on each of these topics, to help you work safely from day one.



Q: What health and safety training or education will I need, and who will provide it?

Your employer is responsible for making sure you have the training you need to do your work safely. Until you have the right knowledge and skills, you have to be under the direct supervision of someone who has them.

Your orientation should include basic information about health and safety at the workplace. For example, you should know:

- What the potential hazards are on the job site and how to avoid them
- How to get first aid
- How to report injuries and incidents
- How to report potential hazards and unsafe work conditions
- Where emergency exits are located

It's also important to put names to faces when it comes to your safety. Depending on the size of your workplace, you may have a health and safety representative or a joint occupational health and safety committee. Meet these people and try to feel comfortable approaching them.

Q: What sort of emergency procedures will I be trained in?

Emergencies can arise at any workplace. Procedures must be in place for things like evacuation, chemical spills, and fires. You need to know the location of exits, fire extinguishers, the first aid kit and any other specialized equipment needed to handle emergency situations. Your employer or supervisor should explain these procedures during your first few days on the job.

Being prepared for emergencies is further discussed in **Section 3**.

Q: What health and safety gear or protective clothing do I need?

If there are hazards in the workplace, your employer has to protect you from them. Your employer is required by law to explain to you the proper use of any health and safety gear specific to your job tasks. You may be required to provide some items yourself such as safety shoes. Check with your employer.

Examples of health and safety gear common in the retail industry include:

- Safety vests (when working around moving equipment such as forklifts and vehicles)
- Work gloves and safety shoes (when handling garbage or working in storage areas)
- Disposable waterproof gloves (when cleaning bathrooms)
- Cut-resistant gloves (for some cutting and equipment cleaning operations)
- Eye protection and gloves (to protect you from chemicals)



Q: If I have health and safety concerns, who should I speak with?

Your supervisor or manager should always be kept informed of all health and safety concerns. In addition, some workplaces will also have either a “health and safety representative” or a “joint occupational health and safety committee” depending on the number of workers at your workplace.

Q: If I am injured on the job, what should I do?

You must report any work related injury to your supervisor as soon as possible. An employer should go through this with you.

As well, every workplace has to provide some level of first aid. For a very small, low-hazard workplace close to a medical facility, a first aid kit and someone trained in first aid may be all that is required. Larger worksites may require a first aid attendant and possibly a first aid room. In your orientation, you should expect to find out some specific information about first aid procedures in the workplace, such as:

- How and when to report an injury or incident
- Where a first aid attendant, first aid room or first aid kit is located

As well, if an injury or incident happens, your employer should have a system for investigating the incident and, if necessary, reporting it to the Occupational Health and Safety (OH&S) Division and the Workers’ Compensation Board.

Your responsibility in the process is to **be as helpful as you can be** to your employer (or OH&S official) to get at the root cause of the accident (why it happened, without looking for fault).

Q: How will I learn about health and safety?

Your employer may have written policies and provide additional guidance for working safely. You’ll hear what you need to know about staying safe and healthy in the workplace in a variety of ways, including:

- Through your supervisor
- E-mail or a company intranet
- A health and safety notice board
- Staff meetings
- Posters and notices
- Through your joint occupational health and safety committee, or your health and safety representative.

Q: What if I think something I’m asked to do as part of my job is likely to hurt me or my co-workers?

You have the right to refuse work if you have reasonable cause to believe it is dangerous to you or someone else.

The first thing you should do is tell your supervisor or manager that you think the task is dangerous. Together, you should be able to discuss the issue and find a safe solution. If the two of you cannot find a solution, involve the joint occupational health and safety committee, or the health and safety representative if there is one.

If a solution can’t be found, you may contact the Occupational Health and Safety Division for assistance.



Tips for working safely

Q: What about working alone or late at night?

If you are required to work alone your employer should have specific procedures and safeguards for working alone. Your employer must review them with you as part of your training.

There should also be specific procedures for working late at night, even if you are not alone.

Q: Are there any other hazards that I may be exposed to?

As noted, there are many hazards in retail, and it would be impossible to cover them all in a short guide. But some of the more common parts of the industry for which you should expect more specific information and training include:

- Working with equipment
- Safe lifting
- Going into walk-in refrigeration units
- Working with chemicals

Ask your employer about locking out any electrical equipment that you may service.

HANDLING AND LIFTING

Sprains and strains are the most common type of work-related injury. These can arise from repetitive movement or from overexertion, which is often associated with lifting.

Improper handling and lifting of heavy or bulky objects is a major source of strains, sprains, neck and back injuries, cuts, bruises, broken bones and hernias.

Any one of these injuries can affect you for the rest of your life.

Signs and symptoms of sprains and strains

It is important to recognize the early signs and symptoms of sprains and strains. The sooner treatment starts, the better. Signs and symptoms include:

- Swelling
- Redness
- Difficulty moving a particular body part
- Numbness
- Tingling and
- Pain

If you notice any early signs or symptoms of sprains and strains, report them to your supervisor.



Most sprains and strains result from overexertion, and many of these are associated with lifting.

Muscles and tendons can be overloaded, especially when your body is in an awkward posture. However, a bit of prevention can go a long way toward ensuring injury-free muscles and joints.

When lifting, you should think about the force required to lift the load and about your posture - in fact, by working with your employer, you may be able to reduce the need to lift at all, perhaps by using mechanical lifts or carts, or by otherwise designing work safely.

Safe work design: Information for employers

For information about preventing musculoskeletal injuries, see the OH&S Division's ergonomic fact sheets here: www.gov.ns.ca/lwd/healthandsafety/ergonomics/pubs.asp

Another useful resource is the WCB's guide "Sprains and Strains: Preventing musculoskeletal injury through workplace design" which can be found on-line here: www.wcb.ns.ca

SAFETY TIPS

Preventing injuries from lifting

- Where possible, avoid lifting and carrying heavy or awkward objects. Instead, use mechanical devices such as forklifts, hoists, carts, and dollies
- Get help from others
- Lift smaller loads by planning and adjusting weight distribution ahead of time
- Hold the object you are lifting as close to your body as possible
- Avoid awkward work postures such as bending, reaching, and twisting
- Try to keep the load between your knees and shoulders, without twisting your body; pivot with your feet instead of twisting your back
- Bend at your knees, not at your waist – this will help you keep your centre of balance and let the strong muscles in your legs do the lifting
- Lift smoothly and slowly
- Get a good grip – use your hands, not just your fingers, to grip the load
- Avoid performing the same lifting task repeatedly over a long period – if possible, vary the task with another activity that uses different muscles

SAFETY TIPS

Working in storage areas

- When storing boxes and items, store the heaviest items at knee to chest level to minimize lifting
- Make sure stacked boxes or other items will not tip over
- Use a ladder or step stool to reach high items
- Watch for ice in cold-storage areas
- Take micro-breaks, stretch, and vary the load (alternate heavy and light items)



PREVENTING SLIPS, TRIPS, AND FALLS FROM HEIGHT

Many injuries occur in the Retail industry due to slips, trips and falls on slippery floor surfaces or in cluttered walkways.

A bit of caution can go a long way to prevent these injuries

Preventing falls from height

In the retail industry, the most common type of fall is from a ladder.

Always inspect a ladder before use. If a ladder has a loose, broken or missing rung, a split side rail, or other hazardous defects, report to the supervisor. Don't use it.

If you do use a ladder, here are some tips to help protect you and your co-workers.

- Take a close look at the ladder before you use it to ensure no parts are loose, broken, cracked or missing
- Make sure you place the ladder on a firm, level surface
- Make sure the areas around the base and the top of the ladder are clear of obstructions
- Don't place ladders against flexible or movable objects
- When you are on the ladder, keep your centre of gravity between the side rails, especially if you are carrying materials
- Don't stand on the top two steps or rungs of a ladder
- Make sure the base of the ladder is one metre out for every four metres high

SAFETY TIPS

Slips and trips are also very common in the retail industry. While customer service can bring the temptation to work quickly, it's important not put service before safety. Take your time, don't rush, and watch your step.

Preventing slips and trips

- Wear well-fitting, non-slip footwear
- Keep walkways and aisles clear of boxes and other clutter
- Don't carry more than you can safely handle
- Ensure you can see where you are going when carrying large items
- Clean up spills right away or mark the area to warn others and report the spill to your supervisor

...for the employer

Many injuries in the retail industry result from falls, and from being struck by objects, such as moving vehicles. That's why a training plan for the use of ladders and other similar devices is critical. Your staff should be properly trained before they operate forklifts and similar lifting equipment.

Training providers in the safe operation of powered lift trucks can be found at:
www.gov.ns.ca/lwd/healthandsafety/coursesNS.asp

A training course for ladders can be found at:
www.ccohs.ca/products/courses/ladder_safety/



AVOIDING CUTS AND BRUISES

Knives and power tools are two common sources of cuts and bruises in the retail industry.

SAFETY TIPS

When you use a knife:

- Use the right knife or other cutting tool for the job and make sure it's sharp
- Always cut away from yourself and always store knives safely
- Use a flat surface or cutting board
- Never use a knife for anything other than cutting
- Hold the knife in your stronger hand
- To clean the knife, direct the edge away from you and wipe with the cloth on the dull edge of the blade
- Wear leather or metal mesh gloves if your employer requires them

SAFETY TIPS

When you use a power tool or other equipment:

Machinery with moving parts can catch or cut the body, clothing or jewelry. It's critical to work safely around machinery - you can, in an instant, lose a toe, a finger, or worse. Many workers have died or suffered permanent disability from an injury involving machinery or other equipment.

- Never use a tool to do something for which it was not intended
- If you need to use power tools or equipment, your employer must provide training in their safe use
- Know when the equipment needs to be locked-out
- Make sure guards are in place to prevent accidental contact with moving parts

PREVENTING VIOLENCE

Workers in the retail industry experience more cases of violence than do workers in most other types of work.

Whether working alone or in a larger store, there are several potentially dangerous situations that can arise. A bit of caution can go a long way to protecting you in these circumstances.

...for the employer

Retail stores must develop a violence prevention plan. The Occupational Health and Safety Division has prepared some good information that can help you do this. It can be found here: www.gov.ns.ca/lwd/healthandsafety/CodeofPractice.asp

More workplace violence prevention materials can be found here: www.gov.ns.ca/lwd/healthandsafety/violenceintheworkplace.asp

Physical controls

Store design and security devices are sometimes referred to as physical controls. Physical controls may include the following:

- Clear views of all areas of the store and parking lot
- Barriers such as wide counters or Plexiglas partitions
- Good lighting
- Security cameras

Procedural controls

Procedural controls include training, safe work procedures, and scheduling. These all have a significant impact on how vulnerable employees are to violence. Retail businesses should do the following:

- Train employees in how to recognize and respond to situations where there is a potential for violence
- Develop safe practices for handling money. Keeping as little cash in the till as possible is one good idea
- Make sure employees are trained in safe work procedures for handling money, working alone and opening and closing

SAFETY TIPS

Handling potentially dangerous situations

Working Alone

If you are required to work alone...

- Someone should contact you regularly to make sure you're okay
- You should have an emergency phone number handy
- If possible, do not open back doors and leave them open and unattended
- If possible, do not empty the garbage at night, especially if the dumpster is in a secluded spot or back alley
- Give a friendly greeting to anyone who enters the store

Irate customers

If you work in the retail industry, it is almost inevitable that you will have to deal with an irate customer at some point.

- Focus on the emotions first. Try to remain calm, and try to calm the other person
- Try to avoid escalating the situation. Find ways to help the irate customer save face
- Listen carefully and try to put yourself in the customer's shoes, so you can better understand how to solve the problem
- If you can't address their concern, take the customer's name and number and promise to forward the information to your manager or supervisor, or give them a telephone number they can call.
- If you cannot calm the person, ask for help

Making deposits

- Avoid making night deposits
- If possible, vary the time of deposit
- If possible, avoid making deposits alone
- When making deposits with another person, have them face the other way to keep an eye on everything while you make the deposit
- Discuss these tips with your employer

SHOPLIFTING AND ROBBERY

The main concern in the events of theft or robbery is safety – yours, your co-workers' and your customers'. Money and merchandise taken during a robbery can be replaced, but people can't be.

Shoplifting

The chances of shoplifting increase when you work alone. If you think someone is shoplifting, contact security or someone professionally trained to deal with the situation. Never approach or try to apprehend shoplifters, especially if you are working alone. After the shoplifter leaves, write down as much information about them as possible. This should include the shoplifter's height, weight, hair and skin colour, race, and clothing as well as possibly vehicle make, colour, approximate year, and license plate number.

Preventing robbery

Safety and security is a key concern in the retail industry. Some businesses have internal security staff and specific instructions for dealing with robbery. Employers must have a plan and training for employees about what to do in the event of a robbery. Here are some tips to help protect you.

SAFETY TIPS

Make the store attractive to customers, unattractive to robbers:

- Keep the store clean, tidy, and well-lit
- When there are no customers at your sales counter or check out, keep busy by cleaning, dusting, sweeping, etc.
- Get away from the sales counter when there are no customers in the store

Stay alert

- Be aware of cars parked across the street or off to one side of the lot
- Look for anyone who may be watching the store or loitering in or around it
- If you are concerned about a person or vehicle, do not hesitate to contact your supervisor or the appropriate authorities
- Know the location of phones or available help outside the premises
- Give a friendly greeting to everyone who enters the store
- When a shopper is nearby, act friendly and briefly look directly into their eyes
- Ask people alone in the aisle if they would like any help

Keep the cash register fund to a minimum

- Ask customers for exact change or the smallest bills possible



If a robbery occurs

Your employer should provide specific instructions for dealing with robberies. However, the following tips may be helpful:

- **Keep it short**

The longer a robbery takes, the more nervous the robber becomes

- **Stay calm**

Handle the entire situation as if you were making a sale to a customer. Keep it short and smooth so that the robber doesn't get nervous

- **If you are not sure what the robber is telling you, ask**

- **Tell the robber about any possible surprises**

Tell the robber beforehand if you must reach for something or move in any way; tell them if another employee is in the back room so they are not startled

- **Don't try to stop the robber**

Trying to fight with a robber is foolhardy, not heroic. If you don't see a weapon, always assume they have one

- **Don't chase or follow the robber**

It will only invite violence and it may confuse the police as to who is involved in the robbery

- **Write down some notes**

Right after the robber has left, make notes about their appearance, mannerisms, and any features, the time and the direction they took when they left. Dial 911 when it's safe to do so.

...for the employer

Helping your employees stay safe

- Train employees about what to do if a robbery occurs
- Keep the store clean and well-stocked
- Do not block the windows around the register with posters or other signs
- Make sure workers can see out and customers and police can see in
- Make a cash drop or safety deposit box available
- Post signs advising that "Minimum cash is kept on premises"
- Operate only one register from late at night through early morning

Harassment

An unwelcome behaviour or comment that is harmful to the work environment is considered to be harassment.

Harassment takes many forms but can generally be defined as an insulting, intimidating, humiliating, malicious, degrading or offensive comment or act directed toward another person or group. This would also include bullying, sexual harassment, or offensive displays.

Although harassment typically doesn't include physical violence, it can be very harmful and it does affect the overall health of the work environment. Harassment may not be the kind of incident you would report to the WCB or the OH&S Division, but it can affect your health and your ability to work safely.

Dealing with harassment

- **Tell the harasser to stop:** Do this right away by saying it or writing it in a letter or e-mail. If that doesn't work...
- **Tell your employer** or the person your employer has appointed to receive and handle harassment complaints
- **Talk about it** to someone you trust (a co-worker, friend or relative)
- **Write it down:** To help you make your case in an investigation, write down each remark or incident (the exact words if possible), including dates, times, places, and the names of any witnesses

EXPOSURE TO CHEMICAL OR BIOLOGICAL HAZARDS

If you are expected to work with chemicals or biological materials, your employer should provide training in how to handle them.

The system known as WHMIS (Workplace Hazardous Materials Information System) uses consistent labeling to help you recognize hazardous materials. The system, and in particular Material Safety Data Sheets and labels provide specific information on handling, storing and disposing of such materials. Workers successfully trained in how to handle hazardous materials will be able to answer these four questions:

- What are the hazards of the products you are using?
- How do you protect yourself?
- What should you do in case of an emergency or spill?
- Where do you get more information on these products?

If you are expected to work with chemicals or biological materials, your employer should provide WHMIS training.

SAFETY TIPS

- Read the labels on chemicals
- Use the chemical only as directed
- Use all protective equipment recommended by the manufacturer and employer
- When you are done, store chemicals properly

...for the employer

More information about WHMIS and chemical exposure can be found on the OH&S Division's publications page under "WHMIS": www.gov.ns.ca/lwd/healthandsafety

Biological hazards

Contact with blood or body fluids may be uncommon in the retail industry but it can and does occur. Such contact poses a risk of contracting hepatitis, HIV (and AIDS), and other infections.

SAFETY TIPS**1. Cleaning**

When cleaning bathrooms you may come across blood spills and bodily wastes such as vomit or feces:

- Use disposable waterproof gloves at all times to avoid contact with skin
- Use disposable towels to clean up all visible materials
- Disinfect the area with a bleach solution
- Discard towels and gloves in a waterproof garbage bag

2. Preventing infection

You can be exposed to infected blood and other body fluids if your skin is punctured by a contaminated sharp object, such as a needle. To reduce your risk of exposure:

- Don't pick up potentially contaminated sharp objects unless you have been instructed in how to do so safely
- Wear disposable waterproof gloves when cleaning
- Use tongs or pliers to pick up needles or other sharp objects
- Place needles and other sharp objects in a disposal container specifically designed for sharps
- Look before reaching above and behind boxes, furniture and equipment
- Do not lift garbage bags by hand from underneath. They may contain sharp, contaminated objects

3. If you think you've been exposed to infection:

- Get first aid right away
- Report the incident to your supervisor
- Seek further medical attention, preferably within two hours

DEALING WITH EMERGENCIES



TRAVELLING TO AND FROM WORK

SAFETY TIPS

If you are driving:

- Lock your doors and roll up your windows before driving into the parking lot
- Scan the parking lot for suspicious persons – have a plan ready in case you are uncomfortable with the situation
- Park in well-lit areas – avoid alleys, wooded areas, and tunnels
- After work, try to avoid walking to your vehicle alone, or at least have someone watch from a window

If you are taking a bus:

- Plan to arrive at a bus stop just before the bus arrives
- Avoid isolated or poorly lit bus stops
- If you see suspicious or menacing people at your stop, get off at the next stop
- If possible, have someone meet you when you arrive at your destination

If you are confronted:

- If attacked, scream – as loudly and as long as possible – and as soon as possible run to the nearest well-lit area
- If someone grabs your purse, deposit bag, or other property, do not resist and do not chase the thief
- Call the police immediately and try to recall the mannerisms of the attacker or their

Every workplace should have a plan for dealing with emergencies.

You should be instructed in that plan within your first few days on the job and have refresher training from time to time.

Once you have been trained, you should be able to answer the following questions:

- Where are emergency phone numbers posted?
- Where are the fire extinguishers and how and when should they be used?
- Where are the fire alarms and fire exits?
- What is the evacuation plan for the building?
- In case of evacuation, where outside the building is the assembly point and who should you report to?
- What other specialized equipment may be needed in case of an emergency, and how is it used?

Ask your employer to go through the emergency plans and procedures for your store. For example, ask them to review what to do in the case of a fire.

Fire

Fires can be started by many things – heating systems, cooking, discarded cigarettes, electricity, appliances, poor housekeeping, and the improper storage of chemicals are but a few examples.

Quick action can prevent a small fire from becoming uncontrollable. Check your building procedures for the steps to take in case of fire.

Remember to:

- Review your building's evacuation plan
- Know the location of fire extinguishers and escape routes
- If you spot an unintended fire, sound the nearest alarm
- Use a fire extinguisher only if you have been trained to do so

First Aid

It is important to get first aid promptly if an injury occurs.

All businesses must have a first aid kit on-site. The type of kit and the need for a first aid attendant will depend on the number of employees, the type of industry, and the travel time to the nearest hospital. Most small retail stores require only a #1 first aid kit, which includes such items as bandages, scissors and latex gloves.

Your employer will provide information on how and where to get first aid at your workplace. When you get that training, you will know:

- How to get help if you are hurt but do not require an ambulance
- Who to report incidents to
- Whether there is a first aid attendant or first aid room
- The location of a first aid kit

Additional information about First Aid can be found on the OH&S Division's publications page under "First Aid Regulations":
<http://www.gov.ns.ca/lwd/healthandsafety/pubs.asp>

For more information

Occupational Health and Safety Division Nova Scotia Labour and Workforce Development

P.O. Box 697
Halifax, Nova Scotia B3J 2T8

Telephone: 1-902-424-5400
Toll free (In Nova Scotia): 1-800-952-2687
Fax: 1-902-424-5640
ohsdivision@gov.ns.ca
www.gov.ns.ca/lwd/healthandsafety

Workers' Compensation Board of Nova Scotia

Main Office
P.O. Box 1150
Halifax, Nova Scotia B3J 2Y2

Telephone: 1-902-491-8999
Toll free: 1-800-870-3331
www.wcb.ns.ca

Retail Council of Canada

P.O. Box 37054 St. Vital Centre
Winnipeg, Manitoba R2M 5R3
www.retailcouncil.org

Help us improve this guide

It is important for us to know if the subject and content of our health and safety publications are useful to you. Your opinion matters and it will help us to make future versions of this Guide more relevant to your needs.

Please complete this form and fax it to the Occupational Health and Safety Division at 1-902-424-5640, or mail to:

Occupational Health and Safety Division Nova Scotia Labour and Workforce Development

P.O. Box 697
Halifax, Nova Scotia B3J 2T8

Help us improve this Guide

On a scale of 1 (Strongly Disagree) to 5 (Strongly Agree) please rate the following:

The information is interesting.

1 2 3 4 5

There is enough general information.

1 2 3 4 5

There is enough health and safety information.

1 2 3 4 5

The information is easy to read.

1 2 3 4 5

The information is easy to understand.

1 2 3 4 5

This Guide is the right size and length.

1 2 3 4 5

Do you have any suggestions or comments on how we could improve this Guide?

Is there anything in this Guide that you will do or have already done as a result of reading it?

Which of the following are you?

Owner Employee Supervisor Employer Health and Safety Personnel

Please indicate the number of people that work in your store or company:

1-5 6- 10 11-20 21-50 51-100 Over 100

WORK SAFE. FOR LIFE.

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